

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1. **Task Order Title:** Mainframe Maintenance Service (*Example*)
2. **Work Requirements:** (*list below the tasks specified in Paragraph 6 of the PWS*)

Examples:

- Task 1 - Predictive/Preventive Maintenance
- Task 2 - Equipment Repair
- Task 3 - Dispatch Center
- Task 4 - Work Documentation/Service Log Section
- Task 5 - Equipment Monitoring Section
- Task 6 - Configuration Management Section

3. **Primary Method of Surveillance:** (*choose a method that best fits your requirement - surveillance method may be “with” or “without” extrapolated deductions supported by validated customer complaints, and/or unscheduled inspections*)

Example: Random sampling is scheduled for Items 2, 3, 5 and 6. There will be 100% inspection for Items 1 and 4.

Acceptable surveillance methods include:

- ✓ **100 Percent Inspection.** This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- ✓ **Random Sampling.** This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained. Computer programs may be available to assist in establishing sampling procedures.
- ✓ **Periodic Inspection.** This method, sometimes called “planned sampling,” consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- ✓ **Customer Input.** Although usually not a primary method, this is a valuable supplement to more systematic methods. For example, in a case where random sampling indicates unsatisfactory service, customer complaints can be used as substantiating evidence. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, e.g., dining facilities, building services, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints should be documented, preferably on a standard form.

4. **Scope of Performance:** (*provide the scope of the requirement as described in Paragraph 5 of the PWS*)

Example: The contractor will provide remedial maintenance service on-site with problem resolution completed within the specified timeframe. Remedial maintenance is defined to include service, including parts replacement, as necessary to restore equipment that is in an inoperable or degraded condition to normal operating effectiveness. Equipment problems attributed to software malfunctions are excluded. The Encore contract reference is Section C.2.1.11.

(insert other scope statements for remaining work requirements, including a contract reference, as appropriate)

5. **Performance Standards:** *(insert the Performance Standards listed in Paragraph 7 of the PWS)*

Examples:

- Mainframe processing availability must be 95% during the hours 0800 - 1600
- Response times for maintenance calls should occur within 4 hours of placing a call

6. **Acceptable Quality Level (AQL):**

Example: The ACL for this project is 100% due to the critical support provided by mainframe operations.

7. **Evaluation Method:**

Example: The Task Monitor (TM) will document the time of verbal notification to the contractor. The TM will document the official time and date of notification on the Maintenance Call Record. The TM will review self-diagnostic systems logs, conduct a comparison with actual maintenance performance and otherwise verify and validate contractor performance. The contractor shall enter in the record the official time the system is restored to full operational status. The TM will confirm the date and time of problem resolution in the record.

8. **Incentives (Positive and/or Negative):** *(insert the Incentives listed in Paragraph 9 of the PWS)*

Example: The following negative incentives apply in event of award to an OEM:

- If resolution is completed within 4 hours of notification, there will be no adjustment to the invoice amount.
- If resolution time exceeds 4 hours, the monthly invoice amount will be reduced by 10%.

(insert any other appropriate incentives, or disincentives, as needed in tailoring this document)